

ENTRÉE DESTINATIONS

Entrée Destinations is a provider of **luxury travel services** delivering customized journeys throughout Canada and Alaska. We dream big and travel bigger. We believe in not only giving our guests what they ask for but giving them what they never dreamed possible. Using our handpicked collection of luxury hotels, wilderness lodges, resorts, outfitters, transportation and activity companies we stretch our imaginations to create the unimaginable journeys for our guests. Our [Purpose](#) means something to us, and our focus '*Touch the Guest*' is behind everything we do.

Position: Contract and Rate Specialist
Reporting to: Director of Sales
Type of Position: Permanent, full-time, 40-hours per week
Start Date: asap
Location: Vancouver office, located in Gastown, with possibility of remote or hybrid part remote/part office.

Job Description

This position supports Entrée's Sales & Operations Teams by ensuring we always maintain accurate costs and details in our system through contracting, contract analysis, rate building and rate/information loading. This position is responsible for the overall integrity of the information and rates within our tour operator software – the accuracy of our selling prices and database information comes back to you. This is a hands-on and head-down position. The pace is fast, and the expectations are high. We're a passionate and supportive team who take great pride in providing quality product and service to those in our care. Above all, our focus is touch the guest, nothing is more important to us than guest satisfaction and all staff are expected to always have our guest's needs as their top priority.

Contracting duties will include:

- Responsible for timely annual contracting of Entrée Canada and Entrée Alaska's product per direction by Director of Sales. This includes requesting contracts, reviewing contracts, signing and returning signed contracts, saving contracts in company database/server.
- Respectfully liaise with suppliers to collect missing rates and/or to clarify unclear items, requesting additional rates from suppliers when required.
- Identify when contract and/or rate details differ significantly from the year prior, when supplier relationships need extra attention, when contracts need to be negotiated (rather than renewed) and advising Director of Sales.
- Per Direction from Director of Sales, schedule all supplier presentations and ensure they are greeted upon their arrival (in office) or set up remote aspects of meeting (remote).

Costing duties will include:

- Inputting contracted rates into Excel and writing formulas to cost our products.

Rate Loading & Itinerary updating duties will include:

- Responsible for ensuring rates and information are entered/updated to meet or exceed internal service standards and the needs of collaborating departments.
- Responsible for coordinating and overseeing other staff to support rate and information loading as assigned.
- Responsible for entering & updating Early Booking Bonuses and Promotions
- Responsible for verifying all data input in the database is accurate.
- Responsible for recognizing changes and updates to contract details and advising Director of Sales/Director of Ops when company needs to re-write or update text, writing and loading text.
- Responsible for loading and maintaining supplier information within the database
- Responsible for handling the day-to-day loading of products required by sales
- Under direction, build and update pre-costed, packaged modules in the database
- Under direction, re-cost annually our website packages & Shorex in the database
- Under direction, optimizing or inserting images into the database.
- Liaising with sales and operations teams to load their product loading requests in a timely manner
- Maintaining our database of suppliers and clients



Other duties as required:

- Liaise with the Director of Sales, Director of Marketing and Director of Operations to support the contracting and rate building elements of new products and itineraries.
- Keeping contracting, costing and rate loading manuals up to date.
- Training and supervising staff when required.

Skills and Qualifications required:

- Proficiency in Microsoft Office and technically savvy.
- Demonstrated experience and strength in Excel including pivot tables and formulas.
- Ability to work independently with little supervision once tasks have been outlined
- Meticulous attention to detail and strong organizational skills.
- Self-starter, keen to take initiative, and eager to learn.
- Must enjoy working on similar tasks for extended periods of time while managing conflicting priorities in a fast-paced environment
- Ability to complete projects within set timelines
- Fluency in the English language (written & spoken)
- A passion for delivering to the highest service standard
- Product knowledge of Canadian & Alaskan destinations, hotels, resorts, wilderness lodges, & travel services is preferred
- Tourplan (tour operator software) experience is an asset
- Previous contracting, costing and rate loading experience is preferred.

What we offer:

- An opportunity to join a growing internationally acclaimed luxury travel company with 27 years of success
- A [purpose-led organization](#), treating each other with the same level of integrity and care as our guests
- Two weeks' vacation
- Six days paid time off (wellness days)
- Flexible hours within a core structure
- Health and dental benefits (employer/employee cost share)
- A gorgeous Gastown office with a rooftop deck and views of Burrard Inlet and the North Shore Mountains. Close to SkyTrain, West Coast Express, and loads of restaurant combined with the possibility of working remotely.
- A commitment to company culture. We have an employee-led social team.

In case you haven't noticed, our [purpose](#) matters to us, governing how we do our jobs. From the Accounting Team to the Sales Managers, each and every one of us drinks the champagne (it's so much better than Kool-Aid!) and hope that you would too.

If you are an enthusiastic and committed individual, looking for a long-term fit, please forward your resume and cover letter to: careers@entreedestinations.com by **November 22, 2021**.

We regret that due to the volume of applications, only candidates selected for interviews will be contacted.